

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2018/2019

BPR2034 – BUSINESS PROCESS REENGINEERING

(All sections / Groups)

1 MARCH 2019

9.00 a.m – 11.00 a.m

(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages with **FOUR (4)** Questions only.
2. Answer all **FOUR (4)** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answer in the Answer Booklet provided.

QUESTION 1

- a. Define the term 'Business process reengineering (BPR)'.
(4 marks)
- b. List and describe the 6 phases of the business process reengineering (BPR) methodology as suggested by Hammer and Champy.

(21 marks)

(Total: 25 marks)

QUESTION 2

- a. Define the term 'Kaizen'.
(1 marks)
- b. Explain the Kaizen 5S Framework.
(10 marks)
- c. Illustrate and describe the Kaizen cycle for continuous improvement.

(14 marks)

(Total: 25 marks)

QUESTION 3

- a. Define the term 'artificial intelligence'?
(5 marks)
- b. List and describe 5 risks of using artificial intelligence (AI).

(20 marks)

(Total: 25 marks)

Continued

QUESTION 4

- a. What is a flowchart? Describe elements of a flowchart.
(2 marks)
- b. Internet has changed the way customers order and buy books. Using a flowchart, draw the process of ordering new and used books from Amazon.com.
(23 marks)

(Total: 25 marks)

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